



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

JUN 17 2011

05-MAY-2011

Repository ☐

Reference No.
10399258

OWNER INFORMATION (Type or Print)

Name [REDACTED]		
Address [REDACTED]		
City MARIETTA	State OK	Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]	E-mail Address
Evening Telephone Number SAME	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3D7KA28C74G [REDACTED]		Make DODGE	Model RAM 2500	Model Year 2004
Date Purchased 7.04.11	Dealer's Name and Telephone Number WINKLER		Engine: No: Cylinders	Fuel Type: DIESEL
Original Owner ☒	Dealer's City PAULS VALLEY	State OK	Zip Code	
Transmission Type auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 17-MAY-2007

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 341000 COMMUNICATIONS: HORN ASSEMBLY	Failure Mileage 35000	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2004 DODGE RAM 2500. THE CONTACT STATED THAT THE HORN SOUNDED INDEPENDENTLY AND SPORADICALLY. THE FAILURE WOULD RECUR MOST FREQUENTLY WHEN DRIVING IN REVERSE BUT RECURRED ALSO WHEN DRIVING FORWARD. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOUR TIMES BUT THE CAUSE OF THE FAILURE COULD NOT BE DETERMINED. THE DEALER STATED THAT THE HORN WAS MANUFACTURED TO BEHAVE IN THE MANNER IN WHICH IT WAS AND THERE WERE NO REPAIRS. THE MANUFACTURER HAD NOT BEEN NOTIFIED OF THE FAILURE. THE CURRENT MILEAGE WAS APPROXIMATELY 57,900 AND THE FAILURE MILEAGE WAS APPROXIMATELY 35,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Horn honks when hooked up to trailer, most of the time
when backing up.
Some times when going forward and come to a stop

ATTACH ADDITIONAL SHEETS IF NECESSARY

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1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

OKLAHOMA CITY OK 731

10 JUN 2011 PM 11

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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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National Highway Traffic Safety Administration